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Spectrum Insurance joins The Motor Ombudsman's Vehicle Warranty Products Code

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The Motor Ombudsman welcomes Spectrum Insurance Services to its Vehicle Warranty Products Code

The Motor Ombudsman tells us...

(Photograph and all words from The Motor Ombudsman).

- Spectrum Insurance Services joins The Motor Ombudsman's long-standing Motor Industry Code of Practice for Vehicle Warranty Products - creating the largest-ever portfolio of 20 accredited businesses
- Gaining accreditation signals the commitment of the Sheffield-based provider of extended warranties to delivering the highest standards of service to customers, and to following industry best practice in the provision and administration of its warranty products



- Amongst other benefits of accreditation, Spectrum Insurance Services are able to signpost policyholders to The Motor Ombudsman's motor industry-specific Alternative Dispute Resolution (ADR) service, should they be unable to resolve a complaint directly in the first instance to a customer's full satisfaction

London, 12 March 2025 The Motor Ombudsman, the Ombudsman dedicated to the automotive sector, is pleased to announce that Spectrum Insurance Services has gained accreditation to its Chartered Trading Standards Institute (CTSI)-approved Motor Industry Code of Practice for Vehicle Warranty Products. With the addition of the Sheffield-based organisation, it creates the largest-ever portfolio of accredited vehicle warranty providers – a total of 20 businesses.

Signing up to the Code of Practice underlines the commitment of Spectrum Insurance Services to going above and beyond their legal obligations to deliver the highest of standards of service to customers, and to following industry best practice guidelines in relation to the provision and administration of their warranty products. These include using clear, concise, and jargon-free communication and advertising, providing tailored advice and information to vehicle owners based on their specific needs, maintaining an effective internal complaints process that ensures the prompt and fair resolution of customer disputes, and referring consumers to The Motor Ombudsman for free, impartial, and independent assistance to help resolve complaints swiftly and fairly.

As part of their accreditation, Spectrum Insurance Services has access to a number of exclusive benefits,



which include a profile on The Motor Ombudsman's popular website (TheMotorOmbudsman.org), the chance to participate in The Motor Ombudsman's Vehicle Warranty Products Code committee and industry insight meetings, as well as participation in exclusive webinars, training initiatives and events.

Furthermore, Spectrum Insurance Services and its staff members will also be eligible to be nominated by policyholders for a 2025 Motor Ombudsman Star Award, a contest which opens for customer submissions in May. The annual competition was unveiled in 2020 to provide public recognition of businesses and individuals who have gone the extra mile in the eyes of consumers.

Andrew Brown, Subscriber Operations Manager at The Motor Ombudsman, said: "We are pleased to welcome Spectrum Insurance Services to our Vehicle Warranty Products Code. This reflects their customer-centric philosophy and devotion to going the extra mile to ensure that policyholders receive the very best levels of service, from the point of purchase, to having a vehicle repaired in the event of a claim."

Andrew added: "As we enter the sixteenth year of our Vehicle Warranty Products Code serving the automotive sector, we are thrilled to offer the most comprehensive coverage of industry providers for motorists taking out extended warranties. This underscores the Code's standing as a key driver of best practice across the industry."

Russ Kitchin, Managing Director at Spectrum Insurance Services, commented: "We are delighted to be joining The Motor Ombudsman's respected Code of Practice for Vehicle Warranty Products."



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Gaining

accreditation to the Code reinforces our dedication to delivering customer service which surpasses the

expectations of today's discerning consumers, and to upholding the highest standards of best practice in

the industry. We look forward to working with the team at The Motor Ombudsman, and benefitting from

their valuable expertise and industry insight."

For more information about The Motor Ombudsman, visit www.TheMotorOmbudsman.org